

<b>Commitment 34</b>	SBC commits to use its good faith, best efforts to remedy performance on PMs WI-6-02, 59-03, 65-03, 65.1-03, 67-03, 67-18 and 66-03, in accordance with the order.
PM CLEC WI 6-02	SBC Illinois has made changes to more accurately report results for PM CLEC WI 6-02. Volumes reported since December 2002 have not exceeded 3 orders in any single month. As a result, no meaningful assessment of performance can be made, as such an assessment requires a minimum of 10 orders.
PM 59-03	SBC Illinois has taken various steps to improve performance on PM 59-03. These steps include the retraining of technicians, the development of additional job-aids, new quality reviews and the creation of new daily reports for line and staff management to proactively assess DSL Lineshare repair and maintenance performance. As a result, performance has improved to the point that results for May 2003 demonstrate that SBC Illinois has met the parity standard .
PM 65-03	SBC Illinois has taken various steps to improve performance as addressed above. In addition, in February 2003, a new remote test was implemented to identify any miswiring that may have occurred during provisioning. A network team continues to meet twice weekly to research issues with trouble report rate performance. As a result, performance has improved to the point that results for May 2003 demonstrate that SBC Illinois has met the parity standard.
PM 65.01-3	SBC Illinois has taken various steps to improve performance as addressed above. In addition, in February 2003, a new remote test was implemented to identify any miswiring that may have occurred during provisioning. A network team continues to meet twice weekly to research issues with trouble report rate performance. As a result, performance has improved to the point that results for May 2003 demonstrate that SBC Illinois has met the parity standard.
PM 67-03	SBC Illinois has taken various steps to improve performance as addressed for PM 59-03. These actions improved performance so that the standard was met for January 2003 and each month since, remedying the unsatisfactory performance.
PM 67-18	SBC Illinois has taken various steps to improve performance as addressed for PM 59-03. As a result, performance has improved to

the point that results for April and May 2003 both demonstrate that SBC Illinois has met the parity standard .

PM 66-03

SBC Illinois has taken various steps to improve performance as addressed for PM 59-03. The increased management focus and changes in work prioritization allowed SBC Illinois to meet the standard for January and each month since, remedying the unsatisfactory performance.